Using Your *CapTel*™

Model 200

Ultratec

305-014204

IMPORTANT! Dialing 911 in an Emergency

To reach help as quickly as possible in an emergency, all **1-Line** *CapTel* calls placed to 911 connect directly to Emergency 911 Services. 911 calls are not routed through the captioning service. This means:

- Emergency 911 calls are not captioned in the same manner as regular *CapTel* calls.
- Emergency 911 calls are treated as VCO calls* during which the 911 call-taker can hear everything you say, and then types his/her response which appears on the *CapTel* display screen.
- You speak directly into the handset, as you would with any other *CapTel* call. The 911 call-taker will hear everything you say. You may not be able to hear the call-taker, but he/she can type instructions to you, which will appear on the *CapTel* display screen.
- Watch the *CapTel* display screen for information.

⚠ Please familiarize yourself with *Dialing 911 in an Emergency* on page 29. (For more information on dialling 911 with 2-Line Mode, see page 38).

** VCO stands for "Voice Carry Over", a service common in relay in which callers speak for themselves and read typed responses.*

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TOLL-FREE CAPTIONING SERVICE VOICE NUMBER

Give people who call you the appropriate Captioning Service Voice Number in order for you to get captions when they call (1-Line *CapTel* users only). See directions on page 10 to get captions on incoming calls.

Captioning Service Voice Number 1-877-243-2823

Exceptions:

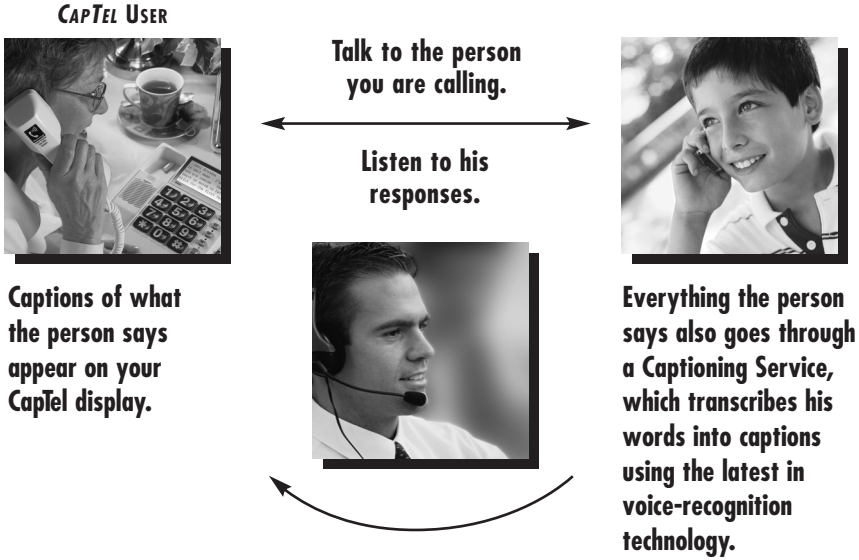
Federal Relay *CapTel* Calls 1-888-801-7210
Spanish-to-Spanish Captioning Calls 1-866-217-3362
California Residents Only (Non-Federal) . . .1-866-399-9050
California Spanish-to-Spanish Only 1-866-399-9090
Texas Residents Only (Non-Federal) 1-800-933-5129
Texas Spanish-to-Spanish Only 1-800-933-5417

How Does *CapTel* Work?

CapTel works like any other amplified telephone, with one important difference. It also displays written captions, which are provided by a captioning service, of everything the other person says. **Captions are treated with absolute confidentiality.**

For information about how *CapTel* works in 2-Line mode (optional) please see *Using 2-Line CapTel* on page 32.

CapTel (1-Line Mode)


CAPTEL USER
Talk to the person you are calling.
Listen to his responses.
Captions of what the person says appear on your CapTel display.
Everything the person says also goes through a Captioning Service, which transcribes his words into captions using the latest in voice-recognition technology.

Features

TOP VIEW

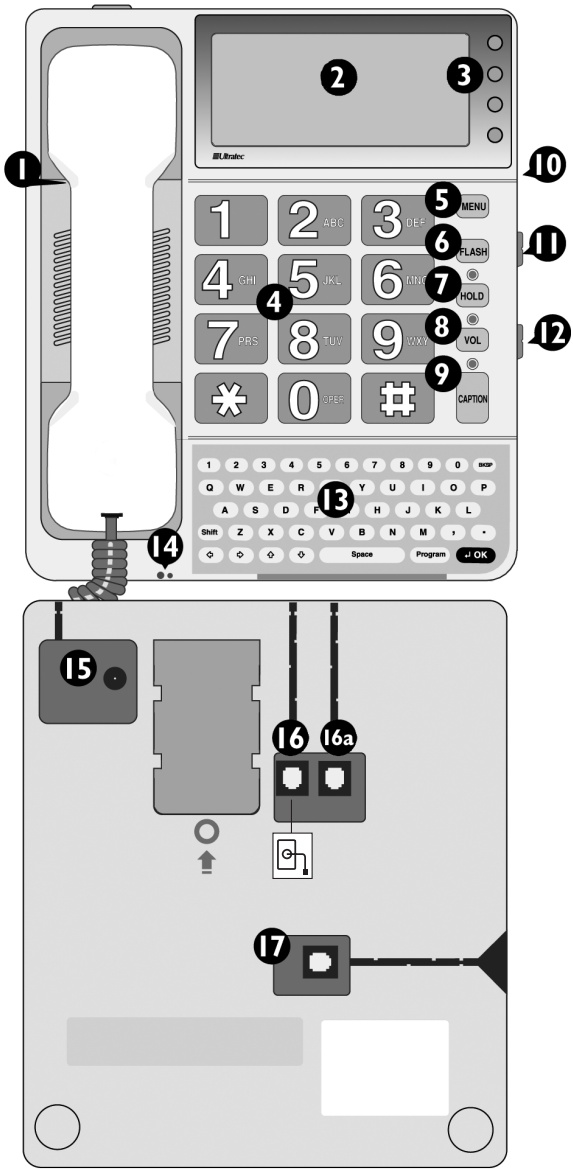
1. Handset hook
2. Display screen
3. Display buttons
4. Number buttons
5. Menu button
6. Flash button
7. Hold button and light
8. Volume button and light
9. Caption button and light
10. Ringer Volume control
11. Conversation Tone control
12. Conversation Volume control
13. Mini Keyboard (under flip cover)
14. 3.5mm Headset jack (left) and 2.5mm Audio jack (right)

BOTTOM VIEW
(shown without desktop/wall footplate)

15. Power jack
16. Telephone line jack for 1st (primary) line

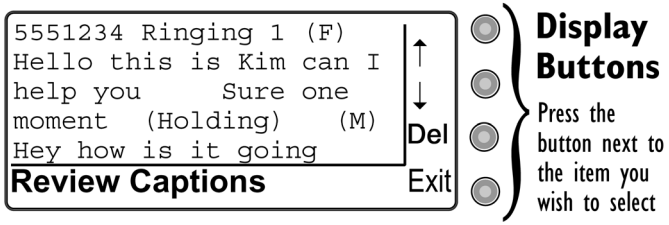
16a. Telephone line jack for 2nd line

17. Handset cord jack



Display & Display Buttons

The display screen provides word-for-word captions during your phone conversation. The screen also displays the menu when you press the MENU button. Use the Display buttons to make selections when using the menu system.



Menu Button

The MENU button allows you to personalize settings such as display contrast and ringer pitch. You also use the MENU button to setup the *CapTel* for office use. Menus appear on the display, and you can advance through the menu options by pressing the MENU button repeatedly.

Caption Button

Before you make an outgoing call, you can set your *CapTel* either to display captions or to turn captions off. When the red light over the CAPTION button is lit, the Caption feature is on and your outgoing call will automatically be directed through the captioning service. You can change the Caption feature setting to off or to on by pressing the CAPTION button before you dial. See *Calling & Answering* on page 9 for more information about placing/receiving calls with captions.

Volume (VOL) Button & Slide Control

When you need amplification, use the VOLUME slide control to make adjustments. For an added boost during each call, press the VOL button. The boost turns off when the handset is hung up (see also *Tone Slide Control* on page 5).

Tone Slide Control

The Tone Slide Control allows you to adjust the quality of sound that comes through the handset to a frequency range that works best for you. With the TONE slide control, you can increase low- or high-frequency sounds for utmost clarity.

Hold Button (Mute for Captioned Calls)

During a non-captioned call, you can put the caller on hold by pressing the HOLD button. Neither you nor the person on the other end of the line will hear sounds from the line. If you press this button during a captioned call, the feature works like a mute button. You will still receive captions and hear the person's voice coming through the handset, but they will not be able to hear what you say or any background noises.

Loud Ringer

The ringer has volume control so you can select the ring volume that works best for you. There is also a **Ringer Pitch** option in the menu.

Flash Button (Non-Captioned Calls Only)

Some telephone service features like call-waiting require a "hook flash" which is a very brief interruption of the connection, like hanging up the phone for one second. The timing for a hook flash can be tricky but the FLASH button times it perfectly so you will not accidentally disconnect your call.

Mini Keyboard

The Miniature Keyboard, hidden beneath a flip cover on the front of the *CapTel*, is used only in rare instances for programming. This keyboard serves no other function. It is not designed to send text messages over the telephone.

2.5mm/3.5mm Audio Jacks

You can plug a headset, neckloop, or other assistive device into your *CapTel* to maximize audio quality or for convenient hands-free use.

INSTALLING *CAPTEL*

CapTel includes the following parts:

- ✔ Handset with coiled cord
- ✔ AC adapter
- ✔ 7-foot telephone line cord
- ✔ 6-inch telephone line cord (use when mounting on wall)
- ✔ Desktop/wall footplate

> ⚠ CAUTION! Do not plug the *CapTel* into any telephone line other than a standard, analog telephone line or an analog port. Connection to a digital telephone line may damage the *CapTel* or the telephone system and will void your warranty. You may connect to a Digital Subscriber Line (DSL) only if there is an inline analog filter between the phone jack and the *CapTel*.

STEP 1 – Select a Location

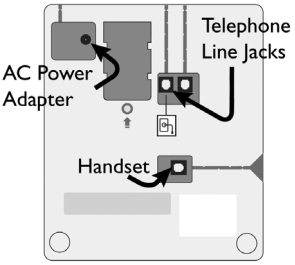
The *CapTel* requires a standard (analog) telephone line like those in most homes. If you are installing the *CapTel* in an office setting, check with the telephone system administrator to make sure you are using an analog port such as is used by some computer modems, some fax machines, or a direct-connect text telephone (TTY).

Setup the *CapTel* in a place where:

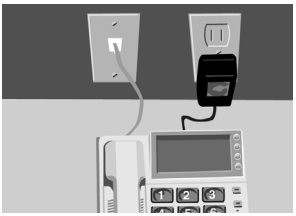
- ✔ There is an electrical outlet nearby.
- ✔ There is a phone jack nearby.
- ✔ The surface it is set on, or mounted to, is stable and secure.
- ✔ The area is protected from excessive heat or humidity.

STEP 2 – Setup the *CapTel*

For Desktop Use

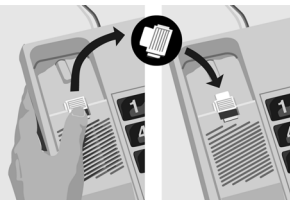


1. Plug the AC adapter cord into the round power jack on the bottom of the *CapTel*.
2. Plug the telephone line cord into the first (left) telephone line jack.
3. Attach the desktop/wall footplate, making sure the larger side is along the top edge of the *CapTel*.
4. Plug the telephone line cord into the wall jack and the AC adapter into an electrical outlet.

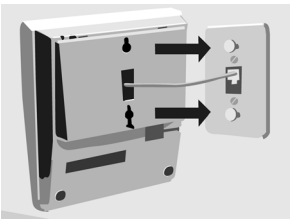


For Mounting on Wall

To mount the *CapTel* on a wall, follow the above instructions with the following changes:



1. Flip the handset hook over so that the hook points up.
2. Plug the 6-inch telephone line cord into the telephone jack.
3. Attach the desktop/wall footplate, making sure the larger side is down.
4. Plug the telephone cord into the wall jack. Then, line up the holes in the desktop/wall footplate with the studs on the wall. Hook the footplate on the studs and pull down.



NOTE: To personalize the menu settings after setup, see pages 19-24.

To setup *CapTel* with other devices (such as a signaler or answering machine) see page 46.

To setup *CapTel* for 2-Line Mode see page 32.

IMPORTANT
STEP 3 – Register Your Long Distance Provider

If you plan to make long distance captioned calls with your new *CapTel* phone, please let *CapTel* Customer Service know what long distance company you want your charges to be billed under, so that it appears correctly on your phone bill (under your existing long distance service or calling plan).

If you do not tell *CapTel* Customer Service which long distance service should be used, long distance captioned calls placed on your *CapTel* phone will be billed under the same long distance service/company that your state uses for Relay calls (varies by state).

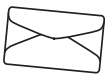
Indicating your preferred carrier of choice only affects captioned long distance calls made on your *CapTel* phone. Local calls and calls to toll-free numbers are not affected. You are never charged a fee for using the *CapTel* captioning service.

To Indicate Your Preferred Long Distance Carrier: *(Select One)*

1) Register online at www.captionedtelephone.com

2) Email at CapTel@CapTelMail.com

3) Call toll-free: 1-888-269-7477 (V/*CapTel*);
1-800-482-2424 (TTY)



4) Mail the Long Distance registration card enclosed in the box.

NOTE: If people call your *CapTel* phone via long distance, encourage them to register their long distance service/calling plan with *CapTel* Customer Service, too. This will ensure their long distance captioned calls to you are billed correctly under their existing long distance company/calling plan on their phone bill.

CALLING & ANSWERING (1-LINE MODE)

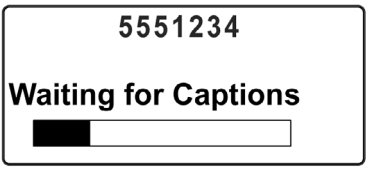
Using *CapTel* in an Office, Hotel or Nursing Home Setting or with Call-waiting

NOTE: If you need to dial a number for an outside line and/or you have call-waiting, see page 20 and 21 before placing your first call. For additional calling instructions and tips, see *Helpful Tips* on page 41.

Placing a Call with Captions

Using the *CapTel* is easy—just pick up the handset and dial:

1. Verify that the Caption feature is on. The red light over the CAPTION button should be lit. If the light is not on, turn on the feature by pressing the CAPTION button before dialing your call.
2. Pick up the handset. Dial the phone number of the person you are calling (example: 555-1234). *Remember to dial a 1 + area code if the number is long distance.*
3. After a few seconds you will see a message letting you know that the Captioning Service is being connected to your *CapTel* phone. Once connected, the Captioning Service dials the person you are calling.
4. You may begin speaking as soon as you hear the other person answer or see the Signal Meter flicker (see *Knowing What is Happening on the Line* on page 14).

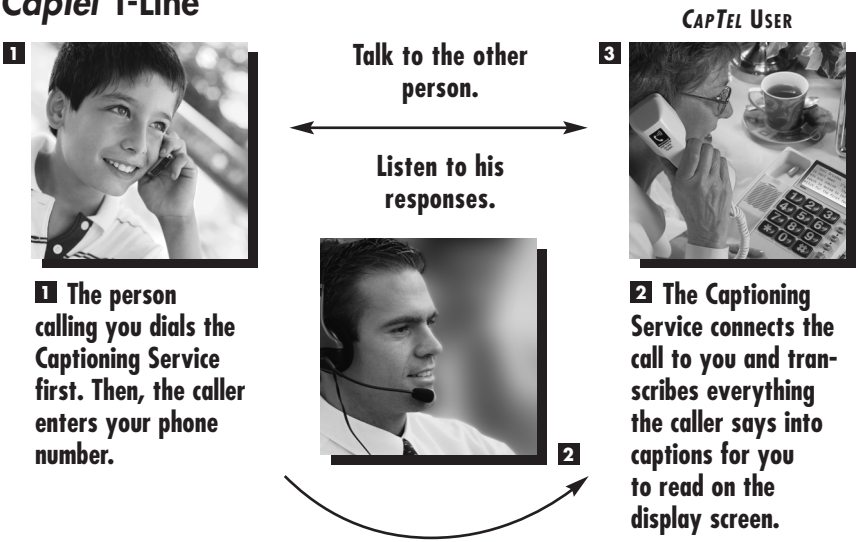


NOTE: If the Caption feature is turned off when you dial, the Captioning Service will not be connected and you will not receive captions. You cannot turn on captions manually in the middle of a call with 1-Line *CapTel*. If you would like captions, hang up, turn on the Caption feature, and place the call again.

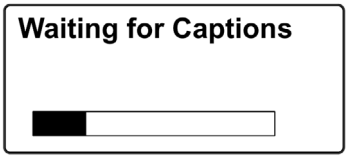
Answering a Call with Captions (1-Line Mode)

Because the captions are provided by a Captioning Service, the person calling you must first connect with the service in order for you to receive captions during the call (1-Line *CapTel* only). Give your callers the toll-free Captioning Service voice number (see page 1).

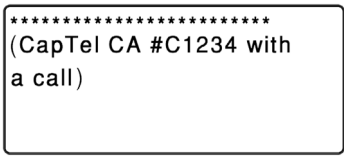
CapTel 1-Line


CAPTEL USER
1
Talk to the other person.
3
Listen to his responses.
1 The person calling you dials the Captioning Service first. Then, the caller enters your phone number.
2
2 The Captioning Service connects the call to you and transcribes everything the caller says into captions for you to read on the display screen.

1. The person calling you first dials the toll-free Captioning Service voice number (see page 1).
2. The caller will hear a recording: *"Thank you for calling the Telephone Captioning Service. For Long Distance calls, be sure to register your prefered Long Distance Provider. For additional information, press #. Please enter the area code and phone number of the person you are dialing followed by the pound (#) sign."* Then, the caller dials your phone number.
3. When your *CapTel* rings, the display lights up and flashes RING.
4. Pick up the handset. If the caller is connected through the Captioning Service, there is a pause while the service connects to your *CapTel*. The red light over the CAPTION button turns on and the display reads Waiting for Captions.



During the pause, the person calling you hears the recorded message *"Please hold, the person you have called will be with you shortly,"* and will not hear you speak.



5. Watch the display. You may begin speaking as soon as you see that the call has connected.

If you answer an incoming call on a phone other than the *CapTel* and you hear a beep that reoccurs throughout the call, the person who called you used the *CapTel* Captioning Service. Pick up your *CapTel* phone. It will detect the beep signal and begin to provide you with captions. Hang up the extension phone to continue via *CapTel*.

There is a 2-minute time limit for the *CapTel* phone to be picked up when answered on another extension or the call will be disconnected.

NOTE: If the call was not placed through the Captioning Service, the call will not be captioned. You cannot turn on captions manually in the middle of a call with 1-Line *CapTel*. The screen will go dark. If you would like captions, ask the person to hang up and call you again through the Captioning Service using the toll-free voice number (see page 1).

Placing a Call Without Captions

Anyone can use the *CapTel* phone. If you don't need captions, turn off the feature by pressing the CAPTION button before picking up the handset:

1. Press the CAPTION button to turn off the Caption feature. Verify that the red light is off.
2. Pick up the handset.
3. Dial the number of the person you are calling.

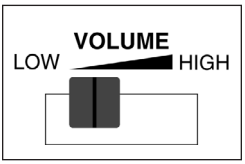
NOTE: The automatic dialing prefix, saved in the *CapTel* menu for establishing an outside line, does not work during non-captioned calls. See *Is a Number Required to Dial an Outside line?* on page 20 for more details.

Answering a Call Without Captions

When your *CapTel* rings, the display lights up and flashes RING. Pick up the handset and begin speaking. The display remains blank and the Caption light remains off.

Conversation Volume

To increase the overall volume of the person's voice coming through the handset:

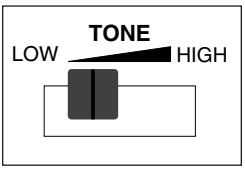


1. Move the VOLUME slide control, located on the right side of the *CapTel*, toward the top of the phone until the volume is at a comfortable level (see also *Conversation Tone* below).
2. For an additional boost (up to a maximum total gain of 35dB), press the VOL button. The red light over the VOL button comes on. This boost turns off when you hang up the handset.

When you have the volume boost on, you may still adjust the volume slide control to reach a comfortable volume setting.

Conversation Tone

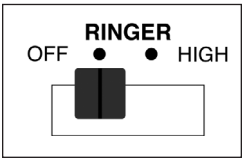
To adjust the tone setting for high- and low-frequency sounds, use the TONE slide control, located on the right side of the *CapTel*.



- If you hear high-frequency tones better, slide the TONE slide control toward the top of the phone, so that more high-pitched sounds will come through the handset.
- If you hear low-frequency tones better, slide the TONE slide control toward the bottom of the phone, so that more low-pitched sounds will come through the handset.

You can also adjust the tone of sounds coming through the handset during a call. Move the TONE slide control to experience the sound changes while the other person is talking.

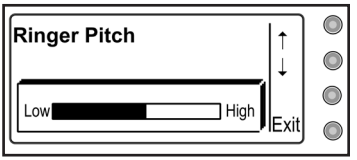
Ringer Pitch & Volume



You can select the Ringer pitch and volume that help you hear best. Set the Ringer volume to off, low, medium, or high using the RINGER switch on the right side of the *CapTel*.

To adjust the Ringer pitch:

1. With the handset hung up, press the MENU button. Either your last phone conversation or the **Save Captions After Hanging up** menu is displayed.



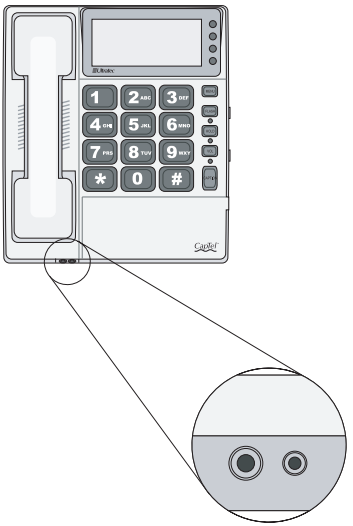
2. Press the MENU button repeatedly until **Ringer Pitch** is displayed.
3. Press the button next to the up or down arrow to select the pitch that works best for you (low, medium, high). The ringer will ring as you do this. If you don't hear the ringer, make sure the RINGER switch on the right side of the *CapTel* is turned on.
4. Press the button next to **Exit** to leave the menu.

Using *CapTel* with Assistive Devices

You can use your *CapTel* phone with headsets, a neckloop, or with another type of assistive listening device to maximize the audio quality or to enjoy hands-free use.

Simply plug the headset/assistive device into the appropriate 2.5mm or 3.5mm audio jack located on the front edge of the *CapTel* phone. Look for the small protective cover, marked with and symbols.

Open the protective cover to access the jacks.

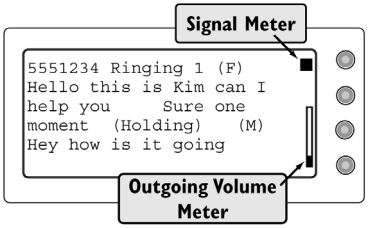


Knowing What is Happening on the Line (Graphic Meters)

There are two indicators which appear on the display during calls to help you monitor sounds on the line. These meters do not appear during non-captioned calls.

The Signal Meter

The Signal Meter lights up to indicate sounds on the handset, such as the caller's voice or a busy signal. It indicates that a sound is coming through the handset even if the sound is not loud enough for you to hear. The size of this meter expands and contracts with the volume of the sound. Very loud sounds cause the meter to completely light up the whole box. Quiet sounds may cause just a single dot on the display to light up. This meter can help you gauge when a person is finished speaking.

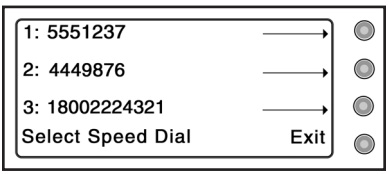


The Outgoing Volume Meter

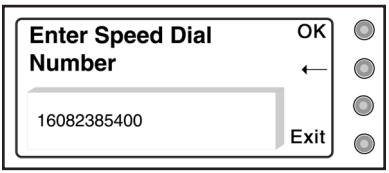
The Outgoing Volume Meter lights up when you speak. This can help you see how loudly you are speaking. More of the bar lights up if you speak loudly and less lights up if you speak quietly.

Saving Speed Dial Numbers

You can save up to three frequently called numbers in *CapTel* memory for easy speed dialing.



1. With the handset hung up, press the MENU button repeatedly until Program Speed Dial Numbers is displayed.
2. Press the button next to Yes.
3. Press the button next to the location that you want to save the phone number in (1, 2, or 3).

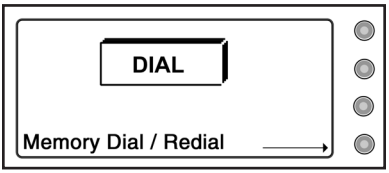


4. Enter the telephone number you wish to save by pressing the telephone keypad. Include 1 plus the area code if the number is long distance. You can erase numbers shown on the display by pressing the button next to the back arrow (←).
5. Press the button next to OK. **Saved** is displayed.
6. Repeat steps 3–5 to enter up to three memory dial numbers.
7. Press the MENU button to go to the next menu option, or press the button next to Exit to leave the menu.

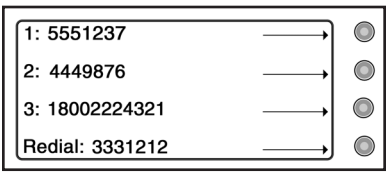
Speed Dialing from Memory

The Speed Dial feature lets you quickly dial up to three frequently called phone numbers.

To speed dial a number in memory, lift the handset, then:



1. Press the button next to the Memory Dial/Redial arrow. A list of saved numbers and the last number you dialed is displayed.
2. Press the button next to the number you wish to dial. *CapTel* dials the number for you automatically.



Redialing from Memory

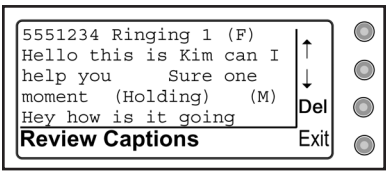
To redial a number, lift the handset, then:

1. Press the button next to the **Memory Dial/Redial** arrow. A list of saved numbers and the last number you dialed is displayed.
2. Press the button next to the number you wish to dial again. *CapTel* dials the number for you automatically.

Reviewing Captions

You can review the captions from a captioned call during the call or after hanging up.

1. During or after* a captioned call, press the MENU button. The captions are displayed in a smaller area and **Review Captions** appears.
2. Press and hold the button next to the up or down arrows to scroll through the captions. During an active call, press **Exit** to see new captions.
3. If you wish to erase stored captions, press the button next to **Del**. "**Delete all Captions?**" is displayed. Choose the appropriate button next to **Yes** or **No**. If **Yes** is selected, all captions are erased and "**Caption Memory is Empty**" is displayed.



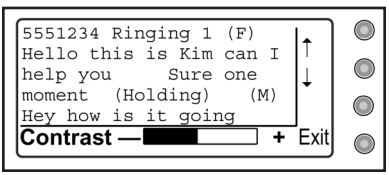
4. Press the button next to **Exit** to leave the menu.

*NOTE: If **Save Captions After Hanging up** is set to **Off** in the *CapTel* menu, you can only review captions during a call, not after hanging up. See *Save Captions After Hanging Up* on page 19.

Adjusting Display Contrast

You can adjust the display contrast on the *CapTel* display screen before or during a call to make the captions easier to read.

1. Press the MENU button repeatedly until **Contrast** is displayed.



2. Press the button next to the up or down arrow to adjust the contrast.
3. Press the button next to Exit to leave the menu and view captions on the display again.

Using Hold/Mute

During a Captioned Call (Mute)

Press the HOLD button during a captioned call to mute your voice and background sounds. Confirm that the red light above the HOLD button is lit. As long as this light is on, you can still hear what the person on the other end of the line is saying and you will still see captions on the display. However, the other person will not be able to hear you. When you are ready to resume your conversation, press the HOLD button a second time.

During a Non-Captioned Call (Hold)

Press the HOLD button during a non-captioned call to place the other person on hold. Confirm that the red light above the HOLD button is lit. As long as this light is on, the person on the other end of the line cannot hear what you are saying and you cannot hear them. When you are ready to resume your conversation, press the HOLD button a second time.

You can also resume your conversation from another telephone on the same line. This is done by hanging up the handset while the *CapTel* is on hold, then picking up the handset of the second phone. The *CapTel* is hung up automatically.

Using Flash (Non-Captioned Calls Only)

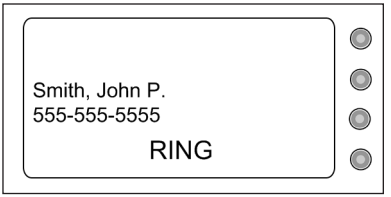
Some telephone service features like call-waiting or 3-Way Calling require a "hook flash." The hook flash is a very brief interruption of the connection like hanging up the phone for one second. When using hook flash during a non-captioned conversation, press the FLASH button. There is a brief click or silence on the line. If using call-waiting, the second call should now be connected.

NOTE: The Flash button should not be used in 1-Line Mode during a captioned call. This may disconnect the call.

Using Caller ID

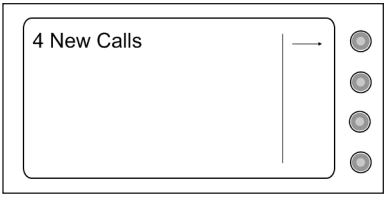
If you subscribe to Caller ID service from your phone service provider, your *CapTel* phone will display the name and/or number of the person calling, depending on the service to which you subscribe.

Incoming Calls



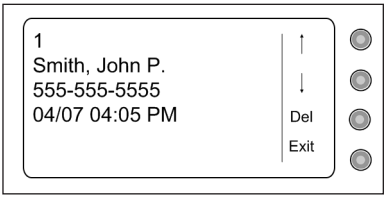
CapTel will display the name and/or number of the person calling.

Unanswered Calls



CapTel will also display Caller ID information for all incoming calls that have not been answered. *CapTel* stores up to 99 entries of caller information.

To view previously received calls, press the button next to the arrow (→).



The display will show you Caller ID information for each incoming call, in the order that it was received. Press the button next to the up arrow or down arrow to move through the list of callers.The number in the upper left corner of the *CapTel* display tells you what position in the list you are looking at.

Press the button next to **DEL** to delete an entry. Press the button next to **Exit** to leave the list of callers.

MENU SETTINGS

To access the Menu settings:

1. With the handset hung up, press the MENU button. The display will show captions from your last conversation or the **Save Captions After Hanging up** menu.
2. Continue pressing the MENU button repeatedly to scroll through the menu options. Press the button next to **Exit** at any time to quit programming.

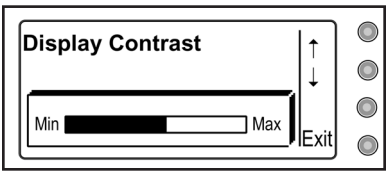
Save Captions After Hanging Up

When this feature is on, captions from your most recent phone conversations are saved. *CapTel* can store approximately 500 lines of captions, allowing you to review conversations after the call.

1. With the handset hung up, press the MENU button. The display will show captions from your last phone conversation or the **Save Captions After Hanging up** menu.
2. Choose whether to save captions after hanging up by pressing the appropriate button next to **On** or **Off**.
3. Press the MENU button to go to the next menu option, or press the button next to **Exit** to leave the menu.

NOTE: You can erase saved captions. This will delete all saved conversations. See *Reviewing Captions* on page 16.

Display Contrast



1. With the handset hung up, press the MENU button repeatedly until **Display Contrast** is displayed.
2. Press the button next to the up or down arrow to adjust the contrast of the display.
3. Press the MENU button to go to the next menu option, or press the button next to **Exit** to leave the menu.

Is a Number Required to Dial an Outside Line?

In an office setting, use this feature if you need to dial 9, for example, to get an "outside line". The number **must** be saved here to get an outside line during captioned calls. The number is automatically dialed by the *CapTel* phone at the start of every call when the Caption feature is on. You cannot dial the number manually on a captioned call.

1. With the handset hung up, press the MENU button repeatedly until Is a number required to dial an outside line? is displayed.
2. Choose the appropriate button next to Yes or No. If you select Yes, use the number buttons to add a "9" or another number. You can insert a two–second delay by pressing the button next to the comma on the display. You can erase numbers shown on the display by pressing the button next to the back arrow (←).
3. Press the button next to OK. **Saved** is displayed.
4. Press the MENU button to go to the next menu option, or press the button next to Exit to leave the menu.

NOTE: The dialing prefix is not used on non-captioned calls. You will need to dial the "9" prefix manually if calling without captions from an office environment.

Do You Have Call-Waiting?

If you have call-waiting on the phone line that your *CapTel* is connected to, incoming calls may disrupt the connection with the captioning service unless you block call-waiting. ***During a captioned call with 1-Line CapTel, you should block your call-waiting service to prevent interruption of captions.*** Programming the call-waiting block will not affect non-captioned calls. If you program a call waiting block but do not have call waiting, your captioned calls will not dial out correctly.

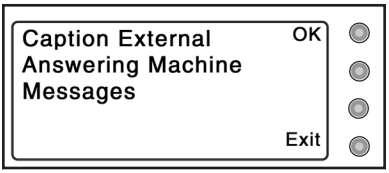
1. With the handset hung up, press the MENU button repeatedly until Do you have call-waiting? is displayed.
2. Press the button next to Yes (press No if you do not have call-waiting).
3. Enter number to block call-waiting is displayed. Type the number to block call-waiting using the number keypad. You can erase numbers shown by pressing the button next to the back arrow (←). You may need to enter a "," after the number for a 2-second delay by pressing the button next to ",".
4. Press the button next to OK. **Saved** is displayed.
5. Press the MENU button to go to the next menu option, or press the button next to Exit to leave the menu.

NOTE: Check your local phone book for directions on blocking the call-waiting tone in your area. Many telephone service providers use *70 or *70, as the sequence to block the call-waiting tone.

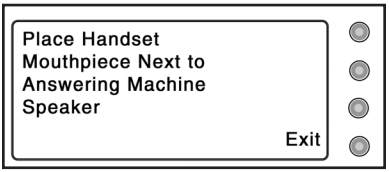
Captioning External Answering Machine Messages

If you call a phone number to access your voice mail messages, *CapTel* will caption the messages for you (see *Retrieving Your Voice Mail Messages* on page 25). You can also use *CapTel* to receive captions of voice messages left on an answering machine that is near your *CapTel* phone by playing the messages aloud.

1. With the handset hung up, press the MENU button repeatedly until Caption External Answering Machine Messages is displayed.

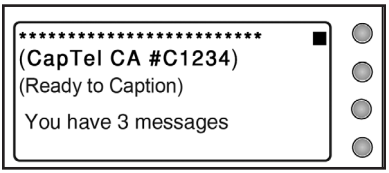


2. Press the button next to OK.
3. Pick up the *CapTel* handset, and place the handset mouthpiece next to the answering machine speaker. Make sure the handset mouthpiece is close enough to "hear" the messages as they are played aloud.



4. In this mode, *CapTel* will automatically dial the captioning service. Watch the display to see when a connection is established.

5. Start playing the voice messages aloud on your external answering machine. Watch the *CapTel* display to see captions of the voice messages.



Save or delete voice messages directly on the answering machine. When you are finished, hang up the *CapTel* handset. The Caption External Answering Machine Messages feature will go off automatically.

Captions (On/Off Setting)

You can change the default setting of *CapTel* to always have captions set to On or to always have captions set to Off, without needing to press the CAPTION button before each call.

Captions On

When the caption default is set to On, every outgoing call is automatically connected through the Captioning Service. The light above the CAPTION button remains lit. You will receive captions on every outgoing call, unless you first turn off the caption feature by pressing the CAPTION button. For information on turning captions on and off in 2-Line mode, please see page 37.

Captions Off

When the caption default is set to Off, outgoing calls are not automatically routed through the Captioning Service. The light above the CAPTION button remains off when you pick up the handset. If you want captions for your call, you must press the CAPTION button first to turn captions on before dialing the phone number of the person you are calling.

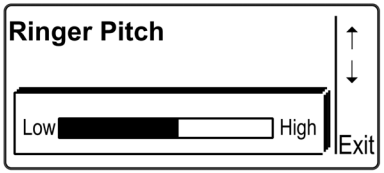
In either case, pressing the CAPTION button will override the default setting, letting you turn captions on or off each time you place a call – regardless of what the caption default is set to (see *Caption Button* on page 4).

To change the Captions (On/Off Setting):

1. With the handset hung up, press the MENU button repeatedly until Captions is displayed.
2. Press the button next to On or Off.
3. Press the button next to Exit.

NOTE: The caption default does not affect incoming calls. **If an incoming call is placed through the Captioning Service, you will automatically receive captions throughout the call, even if the caption default is set to "Off".** Please see *Toll-Free Captioning Service Voice Number* on page 1 for the number to give your callers.

Ringer Pitch



1. With the handset hung up, press the MENU button repeatedly until Ringer Pitch is displayed.
2. Press the button next to the up or down arrow to select the pitch that works best for you. The ringer will ring as you do this. If you don't hear the ringer, make sure the RINGER switch is turned on (see page 13).
3. Press the button next to Exit to leave the menu.

Using Automated (Touchtone) Systems

With *CapTel*, you can easily receive and/or leave messages on answering machines or voice mail systems with automated menus. You can press the *CapTel* number buttons at any time during a call to make selections. This makes navigating automated systems easy. You may press a number button as soon as you are ready to make a selection. You do not need to wait for the captions prior to pressing your selection. The captioning service continuously transcribes anything that is said regardless of what you are saying or which buttons you press.

Note: Some automated systems have very short response times which may disconnect you. If this happens, simply hang up and try the call again.

Leaving Messages on Answering Machines

You may begin leaving your message as soon as you see BEEP on the display screen or hear the recorded greeting end.

If you receive no further information, you may assume your message was recorded. If the answering machine is capable of confirming that a message was left, you will see the confirmation message on the *CapTel* display.

Retrieving Your Voice Mail Messages

Simply call the phone number you dial to check your voice mail/answering machine system and follow your voice mail/answering machine prompts to retrieve your message (with 1-Line *CapTel,* you must enter the entire seven digit phone number – "*" codes or three digit access codes are not supported in 1-Line mode.)

You can press the number buttons at any time; you do not need to wait for the captions before pressing your selection.

To receive captions of voice messages left on an answering machine located next to your *CapTel*, please see *Captioning External Answering Machine Messages* on page 22.

Calling Another 1-Line *CapTel* User (*CapTel* to *CapTel*)

Because you want the person you are calling to receive captions, you will first need to connect to the captioning service.

1. Verify that the Caption feature is on. If the red light over the CAPTION button is not lit, turn on the feature by pressing the CAPTION button.
2. Pick up the handset and dial the *CapTel* Captioning Service voice number (see page 1). This is the number you normally give to hearing individuals to call you.
3. The recording will say: *"Thank you for calling the Telephone Captioning Service. For Long Distance calls, be sure to register your preffered Long Distance Provider. For additional information, press #. Please enter the area code and phone number of the person you are dialing followed by the pound sign (#)."*
4. Enter the phone number of the person you wish to call, then press the # key. Remember to dial the area code if necessary.
5. You may begin speaking as soon as you hear the person you are calling answer or you see the Signal Meter flicker (see *Knowing What is Happening on the Line* on page 14). You will receive captions of everything that they say.

Calling a TTY User Via Traditional Relay

With 1-Line *CapTel*, you can call TTY users by placing the call through relay. There are two ways to do this:

Dialing the Relay Voice Number

CapTel calls placed through your state's toll-free relay number are handled like any other captioned call. Simply:

1. Make sure the red light above the CAPTION button is on. Then, lift the *CapTel* handset and dial the toll-free voice relay number for your state's relay service, which is listed in the front of your local telephone book.
2. Watch for the relay CA to answer on the display.
3. When the relay CA answers, tell him/her the phone number of the TTY user you wish to call. The relay CA will place the call for you.
4. Everything the relay CA says will be captioned for you to read on the *CapTel* display, including everything the TTY user types.
5. Speak after given the go ahead (GA). The relay CA will transcribe everything you say into text for the TTY user to read.

Dialing 711 (1-Line Mode)

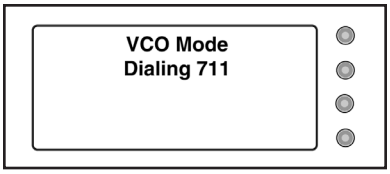
CapTel calls placed through traditional relay by dialing 711 are handled as VCO* calls. When you dial 711 with CAPTION button on, your call does not go through the *CapTel* Captioning Service. You will not receive captions in the same way as with typical *CapTel* calls, and you will not be able to hear the other party over the *CapTel* handset.

With VCO, you talk via the *CapTel* handset. The other party types their responses, which appear directly on the *CapTel* display. During a VCO call, only one person can speak at a time. You must take turns with the person you are calling.

** VCO stands for "Voice Carry Over", a service common in traditional relay in which callers speak for themselves and read typed responses.*

To place your VCO call:

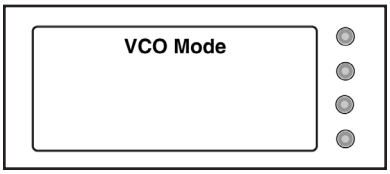
1. With CAPTION button lit, lift the *CapTel* handset and dial 711. The light above the button will go off.



2. The display reads VCO Mode Dialing 711 and connects you to the 711 relay service.
3. When you see that the relay CA has answered, ask for "VCO please". This will alert the relay CA that you will be speaking (instead of typing) throughout the call.
4. Tell the relay CA the phone number of the TTY user you wish to call.
5. Once you are connected with the TTY user, the relay CA will transcribe everything the TTY user types for you to read in the *CapTel* display. You will not hear anything over the *CapTel* handset. When you see "GA", or "go ahead", speak into the *CapTel* handset as you typically would. The relay CA will type everything you say for the TTY user to read. Remember to say "GA" or "go ahead" when you are finished talking, so the TTY user will know it's their turn to talk.
6. Continue with your conversation. When you are finished and the CA has confirmed that the other party has hung up, hang up the *CapTel* handset.

NOTE: During a VCO call, the relay CA types everything for you to read instead of using voice recognition like the *CapTel* Captioning Service. The relay CA is not the same as the *CapTel* Captioning Service. Therefore, you may notice differences in the speed or appearance of words in the *CapTel* display.

After you hang up, the *CapTel* will remain in VCO mode.



Press the CAPTION button to turn off VCO mode.

If a TTY user wants to call your *CapTel* phone directly, they should first dial traditional Relay (711) and give the Relay CA the *CapTel* voice in number (see page 1). Then, they should enter your *CapTel* phone number.

For information about calling TTY users with 2-Line *CapTel*, see page 39.

DIALING 911 IN AN EMERGENCY (1-LINE MODE)

In order to provide the fastest possible access to help in an emergency, all 1-Line *CapTel* calls to 911 are immediately directed to Emergency 911 Services instead of being routed through the Captioning Service. This means:

- There are no delays in accessing emergency personnel, as your call is directly connected to a 911 call center.
- Emergency 911 calls are not captioned in the same manner that regular *CapTel* calls are because the call is not routed through the *CapTel* Captioning Service.
- Emergency 911 calls are treated as VCO* calls during which the 911 call-taker can hear everything you say, and then types his/her response that appears on the *CapTel* display screen.
- You speak directly into the handset, as you would with any other *CapTel* call. The 911 call-taker will hear everything you say. You may not be able to hear the call-taker, but he/she can type instructions to you, which will appear on the *CapTel* display screen.
- Emergency 911 Services will know the number you called from and be able to locate you and send appropriate help, based on the location from which your *CapTel* call is placed.

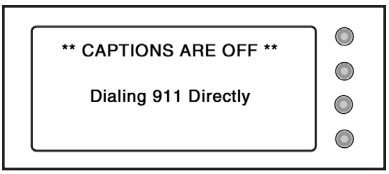
Remember that in a fire or gas leak, leave the premises immediately and call from a safe location.

Always remember to turn Captions on before dialing 911.

** VCO stands for "Voice Carry Over", a service common in relay in which callers speak for themselves and read typed responses.*

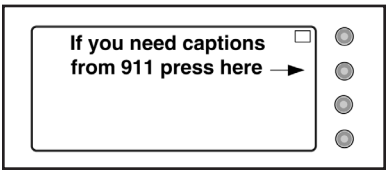
For information about dialing 911 with 2-Line *CapTel*, see page 38.

Dialing an Emergency 911 Call Directly (Recommended Method 1-Line)

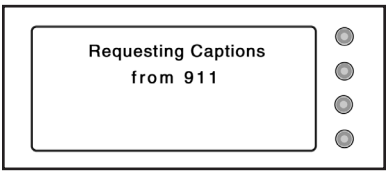


1. Make sure the light above the CAPTION button is lit. Pick up the *CapTel* handset. Dial 911 on the keypad.
2. The light above the CAPTION button will go off, and the display shows *CAPTIONS ARE OFF* Dialing 911 Directly. Watch the display for instructions.
3. When you hear the 911 call-taker or see that a connection has been established, talk into the *CapTel* handset as you normally would. Be sure to tell the 911 call-taker the nature of your emergency.

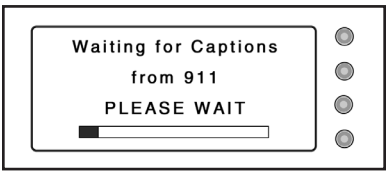
   If you cannot hear and need captions from 911, press the button next to the message If you need captions from 911 press here on the display screen.



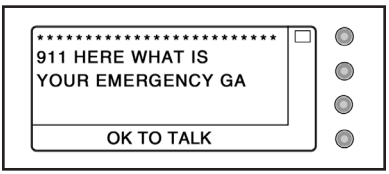
   The *CapTel* will automatically send a text message to 911 telling them to type messages to you.



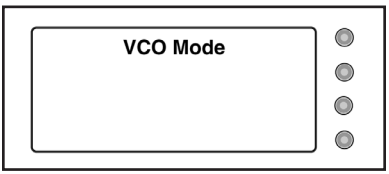
   Watch the status bar on the display screen to know when 911 has established captions.



4. You can read 911's typed messages on the *CapTel* display. Then respond by talking into the *CapTel* handset as you normally would.
5. Watch the display screen for further instructions.



NOTE: The 911 call-taker will not be able to hear you when he/she is typing messages.



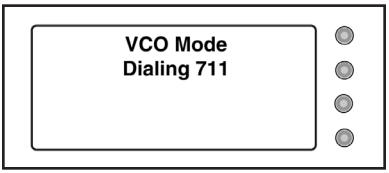
After you hang up, the *CapTel* will remain in VCO mode in case 911 calls you back. To turn off VCO mode, press the CAPTION button.

Dialing an Emergency 911 Call Through Traditional Relay (Alternative Method)

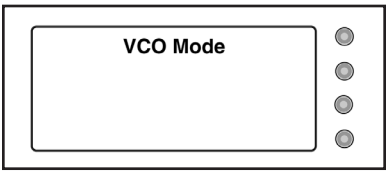
Relay services are equipped to help provide text captions during 911 calls, and are very familiar with VCO (combined voice and text) calling. If you place an emergency call through relay, you will receive text captions of everything that the 911 call-taker says. You will not be able to hear the 911 call-taker, however, over the *CapTel* handset.

NOTE: Dialing 911 through a relay service may delay your connection to emergency personnel.

1. Make sure the CAPTION button is on. Pick up the *CapTel* handset. Dial 711 on the keypad.
2. The Caption light will go off, and the display will show VCO Mode Dialing 711. Watch the display for a connection to the relay.



3. When you see that a connection has been established, ask for VCO. Tell the relay CA that the call is an emergency and request 911.
4. The relay CA will place your call to Emergency Services, and transcribe everything the 911 call-taker says into text, which appears on the *CapTel* display.
5. When you see "GA", or "go ahead", talk into the *CapTel* handset as you normally would. Be sure to tell the 911 call-taker your location and the nature of your emergency. Remember to say "GA" or "go ahead" when you are finished talking, so the 911 call-taker will know it's their turn to reply.



Remember that in a fire or gas leak, leave the premises immediately and call from a safe location.

NOTE: After you hang up, the CapTel will remain in VCO mode in case 911 calls you back.

Press the CAPTION button to turn off VCO mode when you're done with your 911 contact.

USING 2-LINE *CAPTEL* (OPTIONAL)

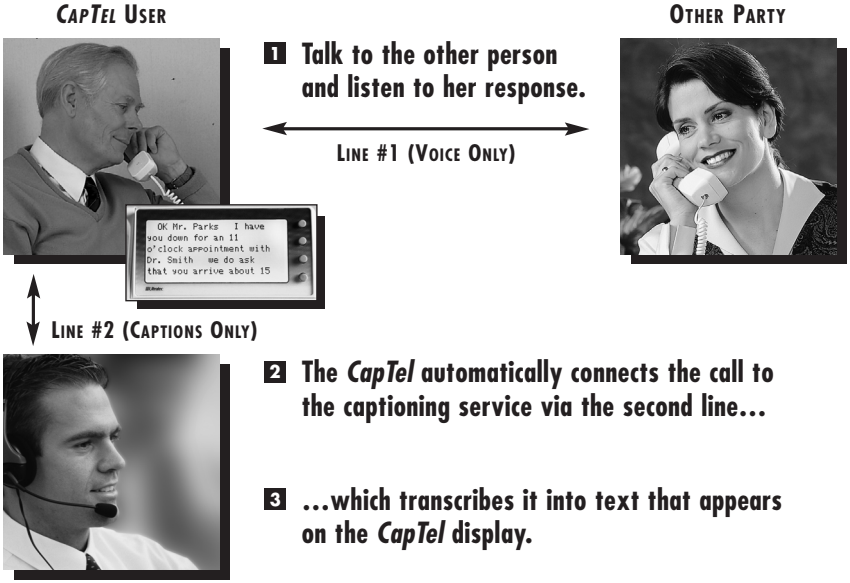
Your *CapTel* phone may be equipped for 2-Line capabilities, which will allow you to receive captions on every call, at any time in the call. With 2-Line *CapTel* enabled you can:

- Receive captions on all incoming calls. (Your caller dials you directly, instead of placing the call through the captioning service.)
- Turn captions on or off at any point during a conversation.
- Give your callers one telephone number. (There is no separate captioning service number for callers to remember.)
- Get full captioning for every type of call, including emergency calls and calls through relay.
- Share a call without interrupting captions. (Others can pick up an extension line).
- Benefit from the call-waiting feature without interrupting captions.

NOTE: Using *CapTel* in 2-Line mode is optional, and requires a second analog telephone line with its own telephone number (separate from Line #1). This *CapTel* phone also operates normally with just one telephone line, as described earlier in this user manual. When operating with only one telephone line, the above features do not apply.

NOTE: Not all states offer 2-Line *CapTel* service. If you do not see the 2-Line option in your *CapTel* menu, please check the availability of 2-Line service before attempting to use 2-Line *CapTel* by visiting ***www.captionedtelephone.com*** or calling *CapTel* customer service.

How 2-Line *CapTel* Works


CapTel User
Other Party
1 Talk to the other person and listen to her response.
Line #1 (Voice Only)
OK Mr. Parks I have you down for an 11 o'clock appointment with Dr. Smith we do ask that you arrive about 15
Line #2 (Captions Only)
2 The CapTel automatically connects the call to the captioning service via the second line…
3 …which transcribes it into text that appears on the CapTel display.

Requirements for 2-Line *CapTel*

Using 2-Line *CapTel* requires two analog telephone lines.

- Two separate telephone lines, each with its own separate telephone number (not just an extension or one line that supports two numbers).
- Both lines must be analog, the same type of telephone line that is used by a standard telephone. A Digital Subscriber Line (DSL) may be used with an appropriate analog filter.

If you do not already have a second telephone line, arrangements for a second line should be made with your local telephone service provider. The second line can be very basic, no special features or services are needed (such as Caller-ID, long distance, or call-waiting). Charges may apply.

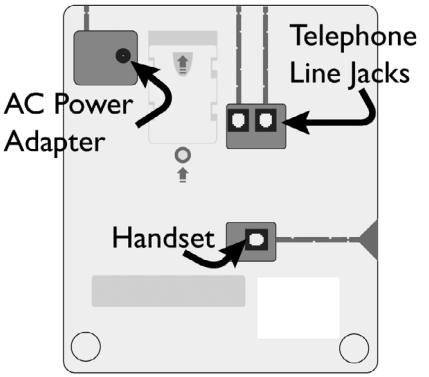
NOTE: Digital telephone lines are not compatible with the *CapTel* phone and may damage the telephone. Please use the phone cord provided with the unit or use a similar phone cord. If you are installing the *CapTel* in an office setting, check with the telephone system administrator to ensure an analog port is available. A Digital Subscriber Line (DSL) may be used with an appropriate analog filter.

SETTING UP THE *CAPTEL* FOR 2-LINE USE

NOTE: You must follow this procedure to turn on 2-Line *CapTel* service. Simply plugging a second line into the *CapTel* phone will not activate 2-Line capabilities.

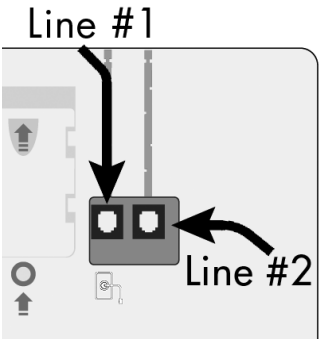
There are two steps to setting up your *CapTel*. First, set it up in standard mode. Then, activate the 2-Line menu.

Bottom view of CapTel phone



Setup phone for 2-Line

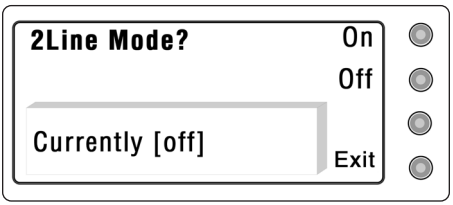
1. Plug the AC adapter cord into the round power jack on the bottom of the *CapTel*.
2. Plug the first telephone line cord into the jack marked with the wall-jack icon on the bottom of the *CapTel* (illustrated as Line #1).



NOTE: This phone line #1 should be the primary telephone number of your home/office, the phone number you would give to people to call you.

3. Plug the second telephone line cord into the other telephone jack (no symbol) on the bottom of the *CapTel*.
4. Plug the telephone line cords into the appropriate wall jacks and the AC adapter into an electrical outlet.

Activate 2-Line Menu



1. With the handset hung up, press the MENU key repeatedly until you see 2Line Mode?. Press the button next to On to turn 2-Line capabilities on. Press Exit to leave the menu.

> NOTE: If 2Line Mode? does not appear in your *CapTel* menu, contact *CapTel* Customer Service.

2. Attach the desktop/wall footplate, making sure the larger side is along the top edge of the *CapTel*. (For wall mount installation, see page 7.)

> NOTE: If you are in an office setting, and your 1st line requires a number to reach an outside line (such as "9"), you will need to manually dial a dialing prefix before placing your call. If your 2nd line also requires a dialing prefix to get an outside line, make sure you've entered one in the *CapTel* menu as well. See page 20 for details.

You are now ready to begin making and receiving calls using the 2-Line capabilities.

If you have already used your *CapTel* phone in 1-Line Mode, be sure to remove any Call-Waiting blocks previously set in the *CapTel* menu.

PLACING A CALL WITH CAPTIONS (2-LINE MODE)

1. Verify that the Caption feature is On. The red light over the CAPTION button should be lit. If the light is not on, turn on the feature by pressing the CAPTION button.
2. Pick up the handset and dial the phone number of the person you want to call.
3. You may begin speaking to the person as soon as you hear them answer, or when you see captions on the *CapTel* display.

ANSWERING A CALL WITH CAPTIONS (2-LINE MODE)

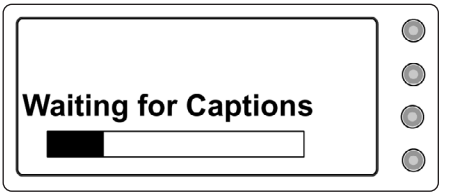
1. When the *CapTel* rings, RING is displayed.

2. Pick up the handset to answer.

If the Caption Feature is On

If the caption feature is On, the *CapTel* will automatically connect the call to the Captioning Service using Line #2. After an initial delay of 12-15 seconds, captions of everything the caller says will be displayed.

NOTE: As you answer a call, there is a delay between the time you answer and the time that the captions begin, because it takes time for the phone to connect to the Captioning Service and initiate captions.



The display will indicate when captions are ready. During this time, you and your caller will be able to speak to and hear each other, so you may begin your conversation if you can hear the caller clearly enough. You may ask your caller to hold for a moment while captions are being established or speak to the other party during this time. Or, begin your conversation when you see a *CapTel* CA# appear on the display.

If the Caption Feature is Off

If the caption feature is Off, the call will not be captioned initially. To receive captions of the call, simply press the CAPTION button at any point during the conversation. Verify that the red light above the CAPTION button is lit.

There will be an initial delay of at least 15 seconds as the phone connects to the Captioning Service. You may speak to the other party during this time. The display will indicate when the Captioning Service has connected. You will receive captions throughout the remainder of the call, or until you turn the feature off by pressing the CAPTION button again.

TURNING CAPTIONS ON/OFF DURING A CALL

In 2-Line mode, you can turn the caption feature on or off at any point during your telephone conversations. Simply press the CAPTION button to turn the feature On or Off. When the red light above the CAPTION button is lit, you will receive captions of the conversation. When the light is off, the call will not be captioned.

When you turn captions on in the middle of a call, there will be an initial delay of at least 15 seconds before captions begin as the phone connects to the Captioning Service.

⚠ IMPORTANT: If an incoming call was dialed through the toll-free Captioning Service (as people would do for 1-Line *CapTel*), you will receive captions but will not be able to turn captions off during the call.

USING CALL-WAITING WITH 2-LINE *CAPTEL*

With 2-Line *CapTel*, you can use enhanced telephone features, such as call-waiting, that you may have purchased from your phone service. To use call-waiting during a call:

1. Listen for a beep (or read TONES in the captions) during a conversation. It may indicate an incoming call.
2. Press the FLASH button to switch to the second call (you will receive captions of this call as well).
3. Press the FLASH button to return to the first call if appropriate.

NOTE: If line #2 has a call-waiting feature, you should enter a call-waiting block code in the *CapTel* menu. This will prevent an interruption of captions. You will still receive call-waiting on line #1, the line that carries your conversation. The Call Waiting Block will only be in effect when making captioned calls using the *CapTel* phone. The block will not affect other phones at different extensions. Please see *Do You Have Call-Waiting?* on page 21 for instructions on blocking call-waiting.

DIALING 911 WITH 2-LINE *CAPTEL*

With 2-Line *CapTel*, calls to 911 are handled exactly the same as if you'd called from any other type of phone, plus you get captions of the call directly from the *CapTel* Captioning Service. Emergency services will be able to locate you and send help based on the location from which you place the call. To dial 911:

1. Pick up the handset and dial 911. Your call will be directly connected to the local emergency center for your area.
2. Make sure the light above the CAPTION button is on. If not, press the CAPTION button to turn the captions On. You will receive captions of everything the 911 call-taker says.
3. When 911 answers, state your emergency.

If you turn captions on in the middle of a call to 911, there will be an initial delay between the time 911 answers and the time that captions begin as the *CapTel* phone connects to the Captioning Service. During that time, the 911 call-taker will be able to hear everything you say. State your emergency. If necessary, tell the 911 call-taker you are reading captions.

NOTE: The process for calling 911 is different when using 1-Line *CapTel*, which automatically converts 911 calls to Voice Carry Over (VCO). Please see *Dialing 911 in an Emergency* on page 29 for more information about how 1-Line calls to emergency services are different than 2-Line calls.

DIALING 711 WITH 2-LINE *CAPTEL*

With 2-Line *CapTel*, calls placed through a traditional relay service are handled the same way as if you'd called from any other type of phone, plus you get captions of everything the other party says. To call a TTY/VCO user through relay:

1. Pick up the handset and dial 711.
2. Give the relay CA the phone number of the person you'd like to call.
3. Watch the display screen for instructions and captions of the TTY user's responses via the relay CA.

NOTE: The process for calling 711 is different when using 1-Line *CapTel*, which automatically converts 711 calls to Voice Carry Over (VCO). Please see *Dialing 711* on page 27 for more information about how 1-Line calls through relay are different than 2-Line calls.

2-LINE *CAPTEL*: TIPS & HINTS

1. As you answer an incoming call, there will be an initial delay of at least 15 seconds between the time you answer and the time that the captions start. This is because it takes time to connect to the Captioning Service, which provides captions throughout the call. If you can hear the caller clearly, simply answer as you normally would with any other call. Or, you may want to ask the caller to hold for a moment until the CA# appears, indicating a captionist is online.

2. Be sure that the second *CapTel* line (Line #2) is not in use when you place or answer a call. If, for example, you share the second line with a fax machine or with other family members/co-workers, make sure that the line is free before using the *CapTel*. Otherwise, your *CapTel* phone will not be able to establish captions via the second phone line.

3. Be sure that if you have call-waiting on line #2, you have programmed a call-waiting block code in the *CapTel* menu. Otherwise, incoming calls to line #2 may interrupt the captions. The programmed call-waiting block will only be applied to line #2, which connects with the Captioning Service. Please see *Do You Have Call-Waiting?* on page 21 for instructions on blocking call-waiting.

   In 2-Line mode, you can still use the call-waiting feature on line #1 (the line that carries your conversation) even when you have programmed a call-waiting block in the *CapTel* menu.

4. If you are not receiving captions:
   - Check that both telephone lines are installed correctly, working, and available for use. The primary line must be in the jack marked with the wall-jack icon (Line #1) on the bottom of the *CapTel* phone (see *Setting Up the CapTel for 2-Line Use* on page 34).
   - If in an office setting, check that the dialing prefix is correct.
   - If in an office setting, make sure line #2 properly supports 800 numbers.

5. If someone calls you but your phone doesn't ring, check to make sure the primary line they are calling is plugged into the jack with the wall-jack icon (Line #1) on the bottom of the *CapTel* phone (see *Setting Up the CapTel for 2-Line Use* on page 34).

Problem Solving

My *CapTel* does not ring.
Check that the RINGER switch is set to On.

Too many phones and/or computer modems in your home may exceed the "ringer equivalence number" (REN) of your telephone service. Contact your telephone service provider to verify that your service is adequate for your needs.

I want to make captioned calls at work, but I don't hear a dial tone when I pick up the handset.

If you need to dial a "9" or another number to get an outside line, then you need to program the required number(s) before you can make a captioned call (see *Is a Number Required to Dial an Outside Line?* on page 20).

I brought my *CapTel* home from work and it doesn't work.

Before you use your *CapTel* at home, make sure you erase the dialing prefix you may have saved to get an outside line at the office (see *Is a Number Required to Dial an Outside Line?* on page 20).

I dialed the phone number, but it looks like nothing is happening.

- If you are in an office: do you need to dial an outside line first? If so, make sure the menu is programmed correctly (see *Is a Number Required to Dial an Outside Line?* on page 20).
- If you are not in an office (or do not need an outside line): check to make sure that nothing is programmed in the menu for an outside line by pressing the menu button repeatedly until "Is a number required to dial an outside line?" is displayed. Make sure that nothing is programmed in the menu option (press the button next to Yes just to check). If a number is listed, press the button next to the back arrow (←) to erase it, then press the button next to OK. Press the menu button until "Is a number required to dial an outside line?" is displayed again. This time, press the button next to No. Then Exit the menu system.
- If the above steps do not solve the problem, please contact *CapTel* Customer Service.

- If you have Call-Waiting (from your telephone service): make sure that a Call-Waiting block is programmed correctly (see *Do You Have Call-Waiting?* on page 21).
- If you do not have Call-Waiting: check to make sure that nothing is programmed in the Call-Waiting block by pressing the menu key until "Do you have Call-Waiting?" is displayed. Press the button next to "Yes" just to confirm that nothing has been entered. If a number is displayed, press the button next to the back arrow (←) to erase it, then press the button next to OK. Press the menu button until "Do you have Call-Waiting?" is displayed again. This time, press the button next to "No". Then Exit the menu system.
- Confirm the menu settings are set to "2-Line OFF" if using *CapTel* in 1-Line mode.
- If none of the above solutions resolve the problem: reset your *CapTel* telephone by unplugging the power adapter from the wall. Wait for one minute, then plug the adapter back in. If the problem persists, please contact *CapTel* Customer Service for help.

I dialed my call. The display just says "Captioning Service is ringing" and won't connect.

If you entered a call-waiting block, make sure the code to block call-waiting is saved correctly (see *Do You Have Call-Waiting* on page 21). If you entered a number to get an outside line, make sure it is saved correctly (see *Is a Number Required to Dial an Outside Line?* on page 20).

There are errors in the captions.

The captioning service uses voice-recognition technology to generate captions. Sometimes word errors may occur between words that sound alike (such as "writing" and "riding"). Other errors may occur simply because it is difficult for the captioning service to hear what was said due to background noise, mumbling, etc. If you cannot understand what was said, simply ask the person with whom you are speaking to clarify.

I sometimes see a word in brackets, such as "<thank>." What do the brackets mean?

At times, the captioning service may make a correction in the written captions. The corrected word(s) are displayed in brackets. There may be a delay between the wrong word(s) and the correction.

The captions seem delayed.

This may happen occasionally as a result of the voice recognition technology. Typically, if the delay is noticeable, it is due to the captionist inserting something like a proper name which can not be transcribed accurately by the voice-to-text technology alone.

I am not getting captions when people call me.

If you use 1-Line *CapTel*, remind your callers to dial the toll-free Captioning Service voice number first (see page 1), and then enter your phone number (see *Answering a Call with Captions* on page 10).

If you have a home security system and are experiencing difficulty receiving calls, please contact *CapTel* customer service.

If you use *CapTel* in 2-Line mode the captioning default might be set to Off. Simply turn the captions On by pressing the CAPTION button. To have all incoming calls be captioned, set the captions to default On in menu options.

The handset volume is not loud enough for me.

Slide the VOLUME control up to increase the volume coming through the handset. Press the VOL button to turn on the volume boost. Check the TONE slide to make sure it is set to the level that is best for you (see *Adjusting the Sound* on page 12).

You may notice a decrease in volume when another phone on an extension of the same line is also off hook. If you use 1-Line *CapTel,* you should not use another extension during a captioned telephone call, as it may disrupt the captions. 2-Line *CapTel* users can have other people join in on other extensions.

I hear my own voice echoing on the line.

Try holding the handset mouthpiece slightly away from your face and mouth. Make sure that the handset earpiece is held closely to your ear.

Callers say that they hear their own voice echoing on the line.
The *CapTel* handset mouthpiece may "pick up" the amplified sounds coming out of its own earpiece. This sometimes causes an echo effect. To minimize its occurrence:

- Hold the handset earpiece close to your ear during your conversations. Make sure the mouthpiece is not too close to your mouth or touching your face.
- Press the VOL boost button to On, then adjust the volume slide control to a comfortable setting.
- Use a headset, neckloop, or cochlear implant patch cord with the *CapTel* by plugging it into the appropriate 3.5mm or 2.5mm audio jack (see *Using CapTel with Assistive Devices* on page 13).

I plugged another device into the extra phone jack on the bottom of the *CapTel* and it isn't working.
The second phone jack on the *CapTel* phone is not designed to be used as an extension or a Y-jack, nor with other telecommunication devices such as answering machines, fax machines, TTYs, or signalers. Please use a Y-jack instead (see *Special Setup Instructions* on page 46).

Nothing is happening with my *CapTel* phone.
No power, no lights, no dial tone.
The power supply may have been disrupted. Reset your *CapTel* telephone by unplugging the power adapter from the wall. Wait for one minute, then plug the AC adapter back in. Make sure that the power is not controlled by a light switch. Make sure power cord is firmly inserted into the bottom of the *CapTel* phone. If the problem persists, please contact *CapTel* Customer Service for help.

Calling with Your *CapTel*

How should I introduce *CapTel* to the people I call?
When using *CapTel*, you can choose to tell the other person you are using captioning technology, or you can conduct your call without announcing *CapTel* at all. It's your choice!

You may choose to explain, "I am using a Captioned Telephone for this call. This allows me to both hear you and read captions of what you are saying. You may experience a slight delay before I respond while I read the captions, OK?"

The flow of a *CapTel* call
CapTel calls are intended to be natural, back-and-forth conversations. You and the other person may interrupt each other. If you are able to understand what was said, you may reply at any time without waiting for all of the captions to appear. The captioning service continuously transcribes what the other person says regardless of whether you are speaking or not.

What are the differences between *CapTel* and traditional relay?
If you are familiar with relay, you will notice differences between the captionist and a relay Communication Assistant (CA). A traditional relay CA may speak during a call in order to ask for spelling, clarification, or to ask the caller to "slow down." With *CapTel*, you have complete control and privacy over your call. The *CapTel* captionist is never heard nor engaged by the callers. As a *CapTel* user, you are empowered to ask the person with whom you are speaking for clarification as needed.

CapTel users do not need to say "GA" or "SK" ("Go Ahead" or "Stop Keying").

To make more than one call in a row, hang up and dial the next telephone number just as you would with any other non-relay call.

Special Setup Instructions

Connecting an External Signaler or Anwering Machine

To use an optional signal light or answering machine, plug the device (sold separately) into an unused telephone extension jack. If you have only the one jack that is being used by the *CapTel*, you can use a "Y-jack" (also called a "duplex jack"). Plug both the *CapTel* and the signaler or answering machine into the Y-jack and plug the Y-jack in at the wall. You can purchase a Y-jack at any store that sells telephones.

NOTE: Do not use the second telephone jack on the bottom of the *CapTel* with an external signaler or second device. It is not designed for that purpose.

Sharing a Telephone Line Jack

Devices such as signalers, answering machines or TTYs often have to be hooked up to the same telephone line as your *CapTel* phone. If a separate, unused telephone extension is not available/close by, you can use a "Y-jack" (also called a "duplex jack") to connect the *CapTel* to the phone line. Plug both the *CapTel* and the other device into the Y-jack and plug the Y-jack in at the wall (see the illustration, above). Use as many Y-jacks as needed to accomodate your various devices. You can purchase a Y-jack at any store that sells telephone equipment.

NOTE: The second telephone jack on the bottom of the *CapTel* cannot be used as a Y-jack or as an extension. It is not designed for that purpose.

Using a Headset or Neckloop

Remove the audio jack cover (marked with and symbols) on the bottom front edge of the *CapTel* phone. Then, plug a headset, neckloop, or other assistive device into the appropriate 2.5mm or 3.5mm jack.

CARE & REPAIR

Cleaning

Never use liquid or aerosol cleaners. Unplug the *CapTel* and wipe with a damp cloth. If necessary, use a small amount of mild soap such as dishwashing soap on the cloth.

SPECIFICATIONS

Physical Dimensions

Size: 8.1" x 9.5" x 2.75"

Weight: 2 lb. 7oz.

Power

AC Adapter: 9 VDC, 500 mA (barrel is negative)

Adapter is UL/CSA listed.

Dial Pad

Large Keys: 1.15" x 0.8"

Large Print: .65" (62 pt)

Mini Keyboard

47-key, Qwerty keyboard

Display

Backlit, graphical LCD display

160 x 64 pixels

Function Buttons

Menu
Flash
Hold
Vol
Caption
4 buttons for use with displayed menu options

Controls

Conversation: Amplification (0-35 dB)

Tone

Ringer: Off, low, medium, high (0-95 dB)

Indicator Lights:
Hold
Volume On/Off
Caption On/Off

Handset

Type: HAC (Hearing Aid Compatible)

Style: K-style

Dialing

Memory: Redial (up to 3 numbers)

Connections

Line: Plugs into standard, analog telephone lines

3.5mm Neckloop/Headset

2.5mm Headset with microphone

Approvals

FCC approved

FCC registration number: D8KTF01BCAPTEL2

REN: 0.2B

Conversation Memory

Approximately 500 lines of text

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FCC Information

The *CapTel* has been tested and found to comply with the specifications for a Class B digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates and uses radio frequency energy and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the *CapTel* and the receiver.
- Connect the *CapTel* to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. A label is located on the underside of the *CapTel* containing, among other information, an FCC registration number, D8KTF01BCAPTEL2. If requested, this number must be provided to the telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive RENs on the line may result in the devices not ringing in response to an incoming call. In most, but not all, areas the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. The REN for this product is 0.2B.

Should you experience trouble with this telephone equipment, please contact:

Ultratec National Service Center
5901 Research Park Blvd.
Madison, WI 53719
email: service@ultratec.com

For repair or warranty information, please contact Ultratec Inc. Customer Service at (608) 238-5400 (V/TTY). If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

This equipment cannot be used on public coin phone service provided by the telephone company. Connection to party line service is subject to state tariffs.

If the *CapTel* causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But, if advance notice is not practical, the telephone company will notify you as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

Occasionally, your telephone company may make changes in its facilities, equipment, operation, or procedures that could affect the operation of your equipment. If so, you will be given advance notice of the change to give you an opportunity to maintain uninterrupted service.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of the *CapTel* does not disable it. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

The *CapTel* telephone does not have any user-serviceable parts. Modification or changes to the *CapTel* not expressly approved by Ultratec, Inc. can void your authority to operate the equipment.

Industry Canada Information

Notice: This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number IC: 721C 11760. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

Notice: The Ringer Equivalence Number (REN) for this terminal equipment is 0.2B. The REN assigned to each terminal equipment provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed five.

SAFETY INSTRUCTIONS (SAVE THESE INSTRUCTIONS!)

When using your *CapTel*, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons.

1. Read and understand all instructions.
2. Follow all warnings and instructions on the *CapTel*.
3. Unplug the *CapTel* from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use the *CapTel* near water, for example, near a bath tub, wash bowl, kitchen sink, laundry tub, in a wet basement or near a swimming pool.
5. Do not place the *CapTel* on an unstable cart, stand or table. The *CapTel* may fall, causing serious damage to the phone.
6. The *CapTel* should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your dealer or local power company.
7. Do not allow anything to rest on the power cord. Do not locate the *CapTel* where people can walk on the cord.
8. Do not overload wall outlets and extension cords. This overloading can result in a fire or electric shock.
9. To reduce the risk of electric shock, do not disassemble the *CapTel*, but take it to a qualified service person when service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect re-assembly can cause electric shock when the *CapTel* is subsequently used.
10. Avoid using a telephone (other than a cordless type) during an electrical storm. There is a remote risk of electric shock from lightning.
11. Pressing the VOL button may subject the user to dangerous volume levels.
12. Unplug the *CapTel* from the wall outlet and refer servicing to qualified service personnel under the following conditions:
    a. When the power supply cord or plug is damaged or frayed.
    b. If liquid has been spilled into the telephone.
    c. If the telephone has been exposed to rain or water.
    d. If the telephone does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the telephone to normal operation.
    e. If the telephone has been dropped and/or damaged.
    f. If the telephone exhibits a distinct change in performance.
13. Do not use the telephone to report a gas leak in the vicinity of the leak.